

## Emergency Services

Code: ANCMF-AU-GB-ES-02 • Facility: Government Building • Frequency: daily

### Scope of Work

- Dusting of all surfaces, including desks, shelves, and equipment.
- Vacuuming of all carpeted areas and spot cleaning as necessary.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Cleaning and sanitising of toilets and washbasins.
- Emptying and relining of rubbish bins.
- Cleaning of glass surfaces and mirrors.
- Restocking of consumables such as toilet paper, hand soap, and paper towels.

### Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Start with dusting from high to low surfaces to capture all dust particles.
3. Vacuum carpets thoroughly, focusing on high-traffic areas.
4. Mop hard floors with a microfibre mop and appropriate cleaning solution.
5. Sanitise high-touch areas with a disinfectant spray and cloth.
6. Clean toilets using a toilet brush and sanitising cleaner, ensuring all surfaces are wiped down.
7. Empty rubbish bins, replace liners, and dispose of waste according to local regulations.
8. Clean glass surfaces with a glass cleaner and microfibre cloth for a streak-free finish.
9. Check and restock consumables, ensuring all dispensers are functioning correctly.

### Equipment

- Microfibre cloths and mops
- Vacuum cleaner with HEPA filter
- Colour-coded cleaning cloths and buckets
- Disinfectant sprays and cleaning solutions
- Toilet brush and cleaning agents
- Glass cleaner
- Rubbish bin liners

### Quality Criteria

| Performance Level | Criteria                                                                                                                                                 |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b>  | All surfaces are visibly clean and free of dust. No streaks on glass. Floors are spotless and dry. No odours present. Consumables fully stocked.         |
| <b>Good</b>       | Minor dust on high surfaces. Occasional streaks on glass. Floors are clean with minimal wet spots. No unpleasant odours. Consumables mostly stocked.     |
| <b>Pass</b>       | Visible dust on multiple surfaces. Noticeable streaks on glass. Floors have some dirt and wet spots. Mild odours present. Consumables partially stocked. |
| <b>Fail</b>       | Heavy dust accumulation. Glass is dirty with streaks. Floors are dirty and wet. Strong odours present. Consumables not stocked.                          |